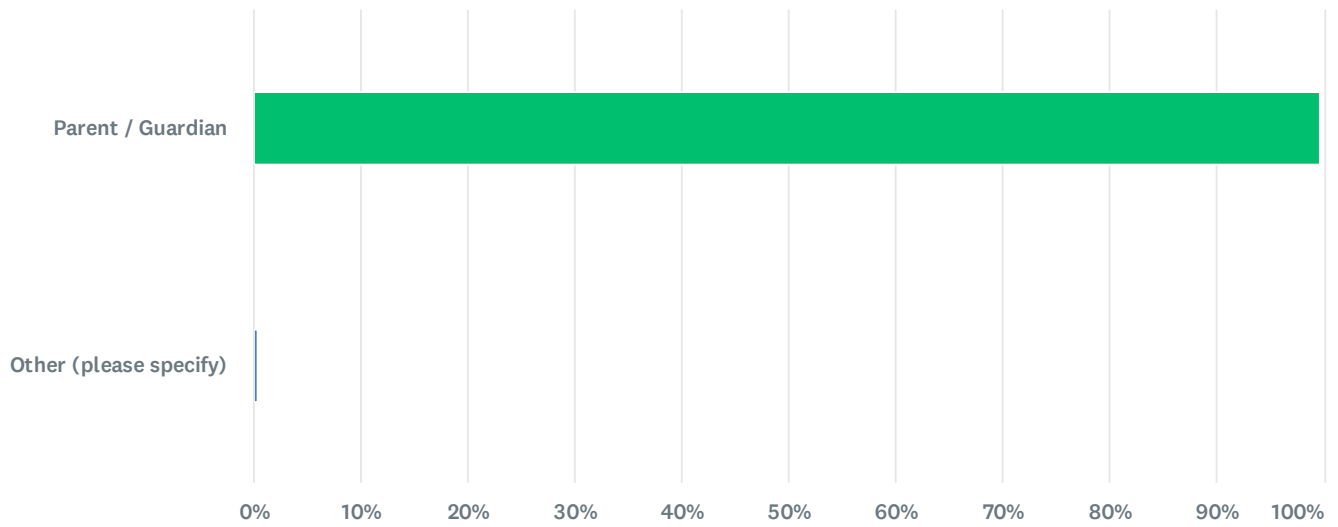
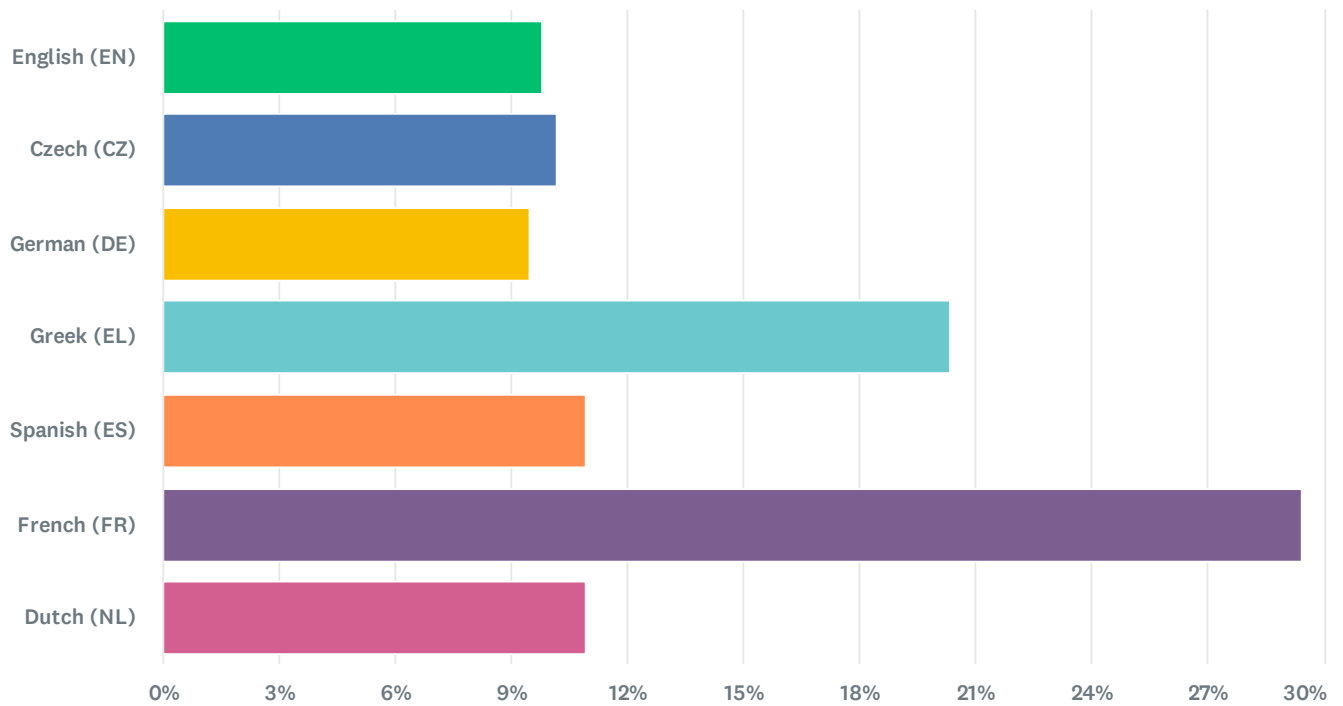


Q1 275 responses

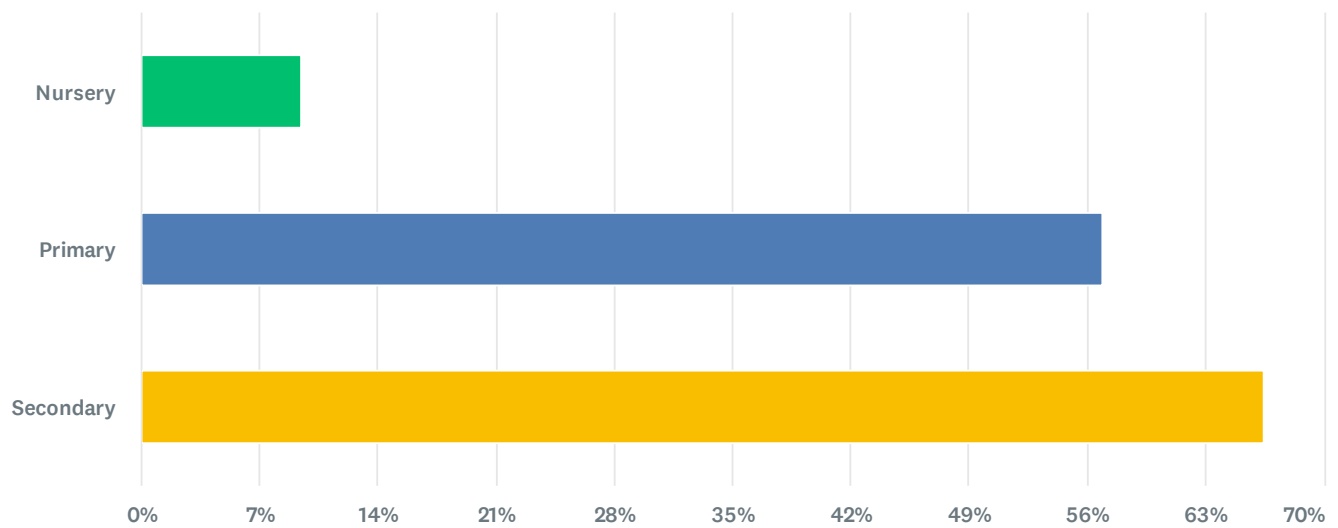
What is your role in relation to the school bus service?

Answer Choices	Percentage	Responses
Parent / Guardian	99.64%	274
Other (please specify)	0.36%	1
Total		275

Q2 275 responses

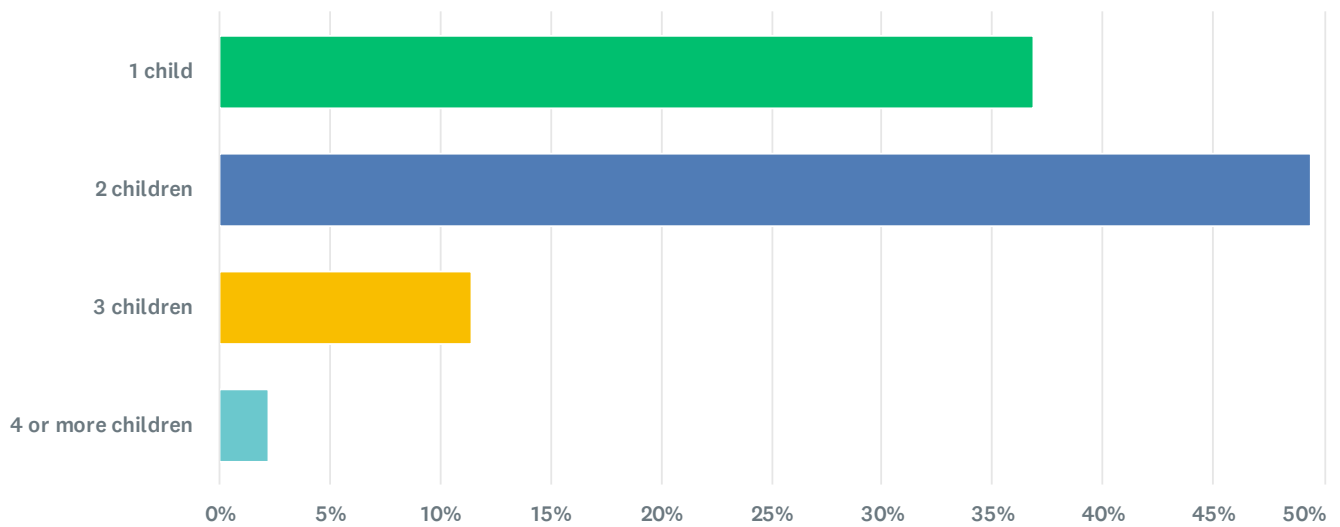
What is your language section?

Q3 274 responses

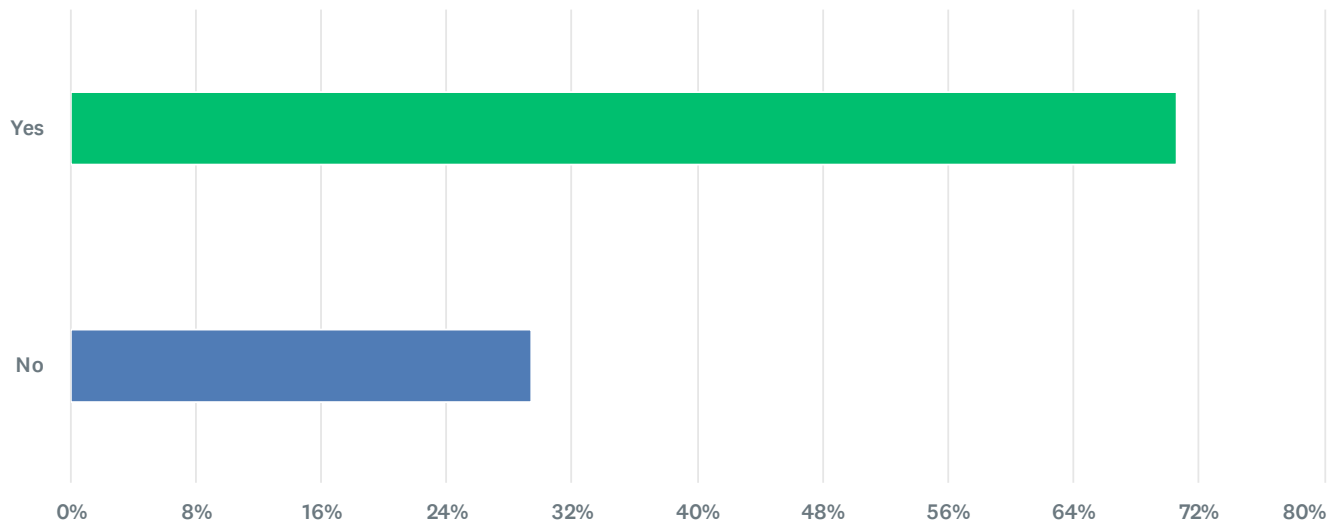
What school level(s) do your child(ren) attend? (Select all that apply)

Q4 271 responses

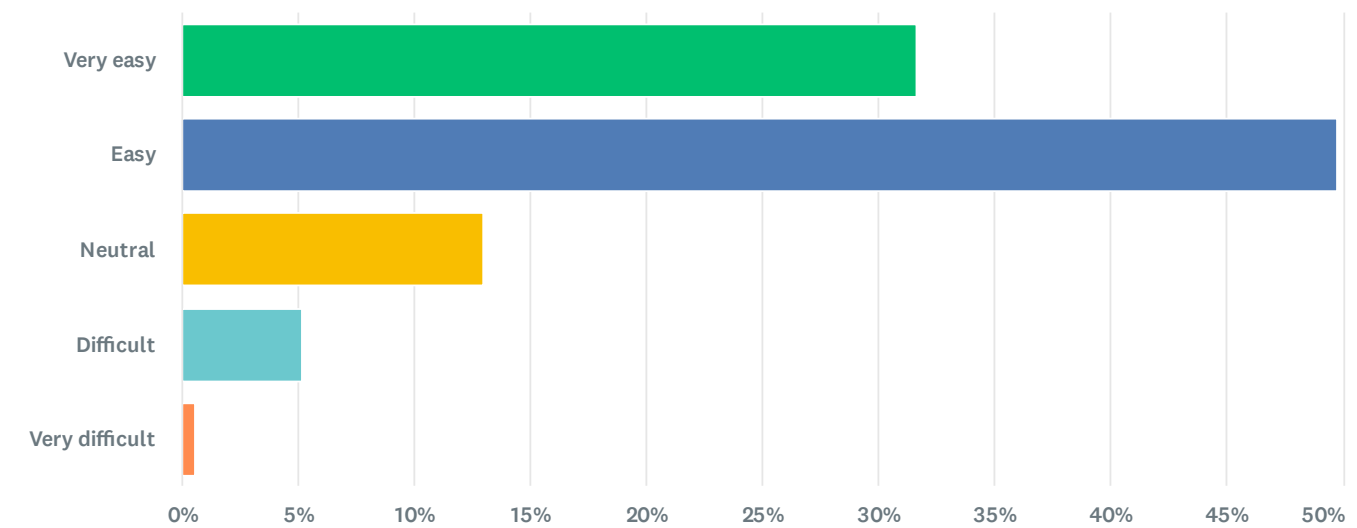
How many children do you have who use the school bus service with the PAJ GPS Tracker?



Q5 276 responses

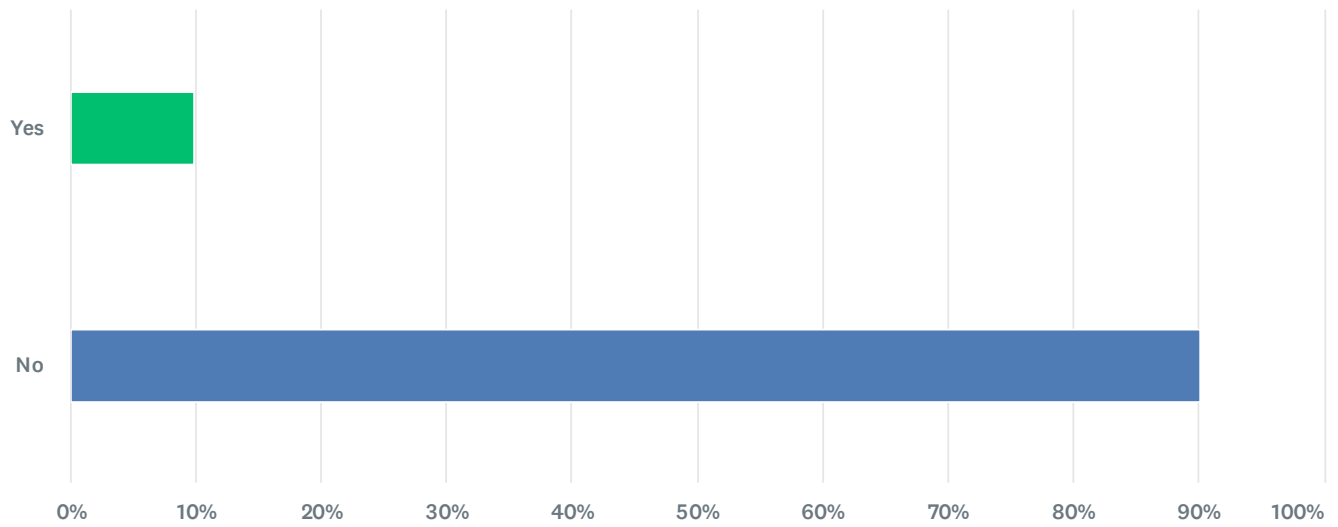
Do you currently use the PAJ GPS Tracker mobile app?

Q6 193 responses

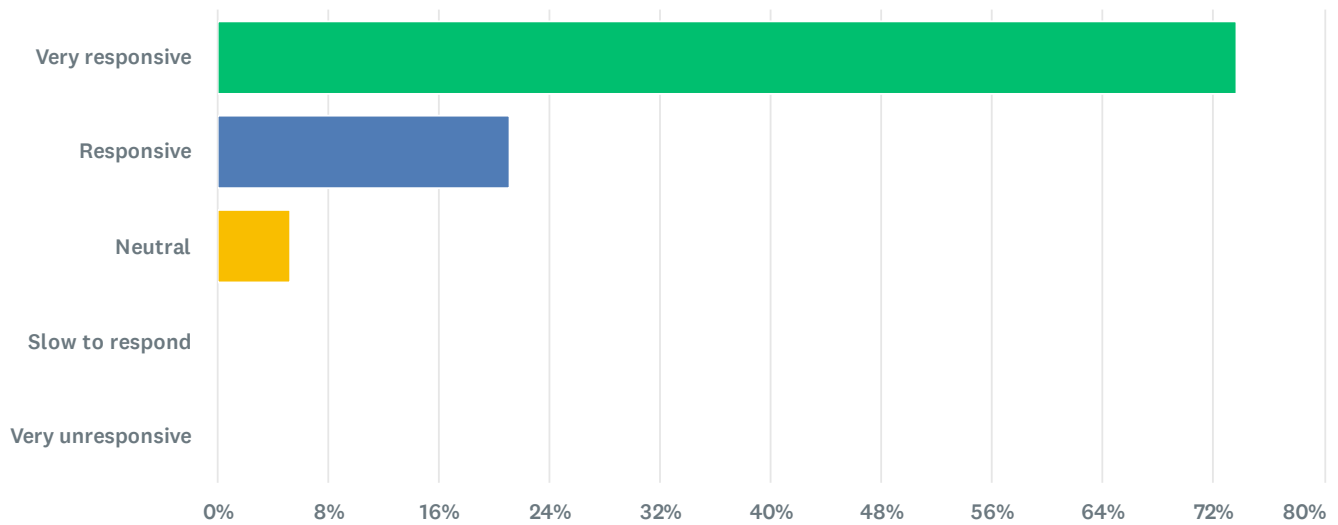
How easy was it to download and install the PAJ GPS Tracker mobile app?

Answer Choices	Percentage	Responses
Very easy	31.61%	61
Easy	49.74%	96
Neutral	12.95%	25
Difficult	5.18%	10
Very difficult	0.52%	1
Total		193

Q7 193 responses

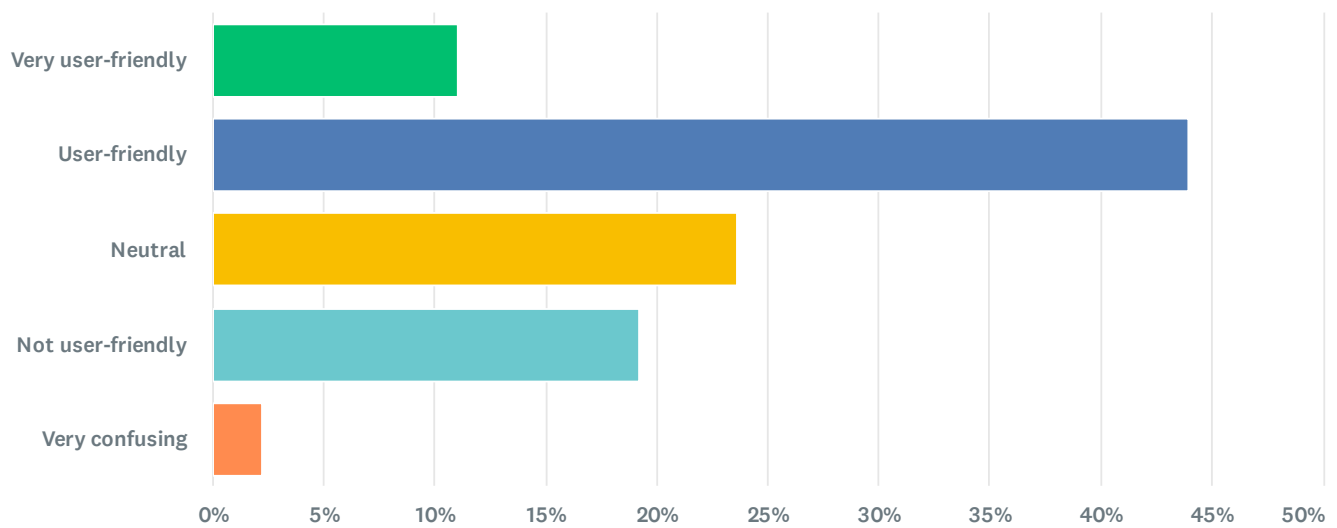
Did you require technical support to install or set up the app?

Q8 19 responses

How responsive was the support team?

Answer Choices	Percentage	Responses
Very responsive	73.68%	14
Responsive	21.05%	4
Neutral	5.26%	1
Slow to respond	0%	0
Very unresponsive	0%	0
Total		19

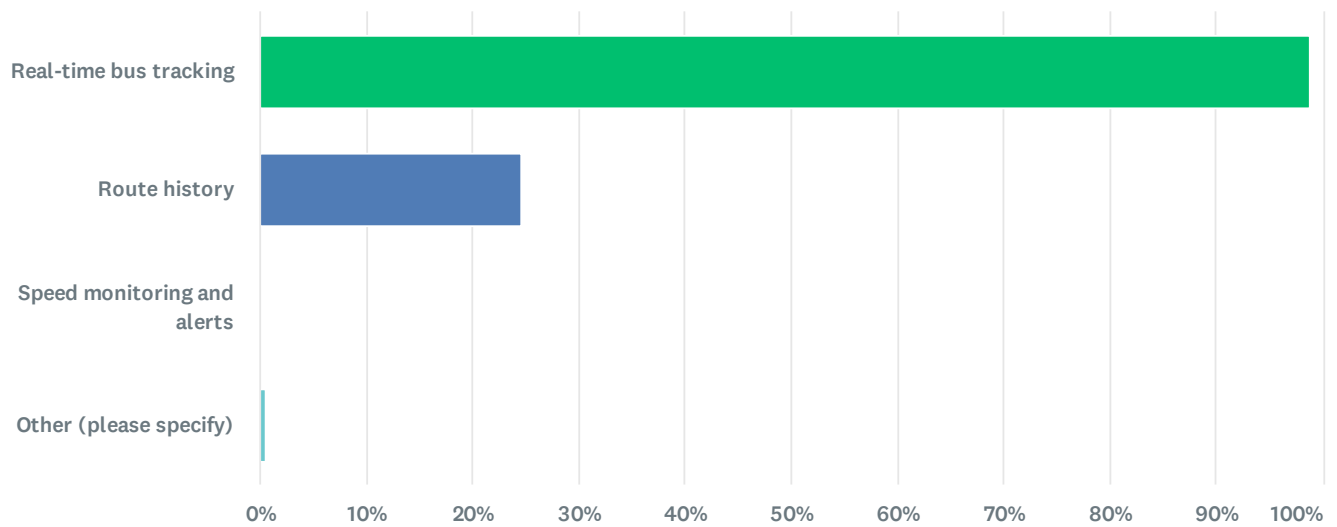
Q9 182 responses

How user-friendly is the mobile app interface?

Answer Choices	Percentage	Responses
Very user-friendly	10.99%	20
User-friendly	43.96%	80
Neutral	23.63%	43
Not user-friendly	19.23%	35
Very confusing	2.20%	4
Total		182

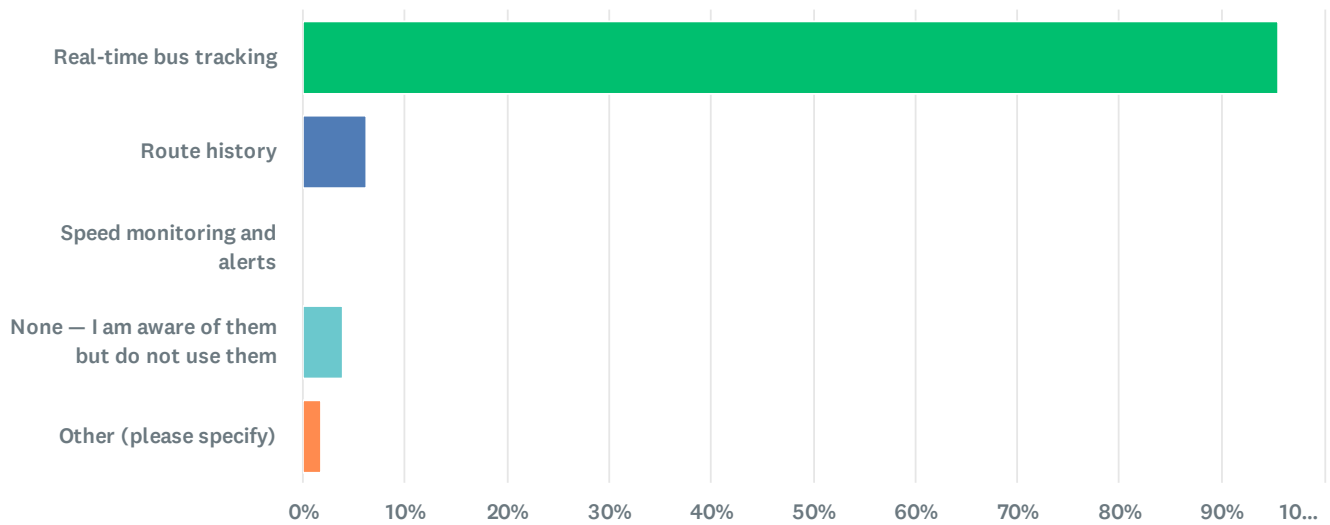
Q10 175 responses

Which of the following mobile app features are you aware of? (Select all that apply)



Answer Choices	Percentage	Responses
● Real-time bus tracking	98.86%	173
● Route history	24.57%	43
● Speed monitoring and alerts	0%	0
● Other (please specify)	0.57%	1
Total		217

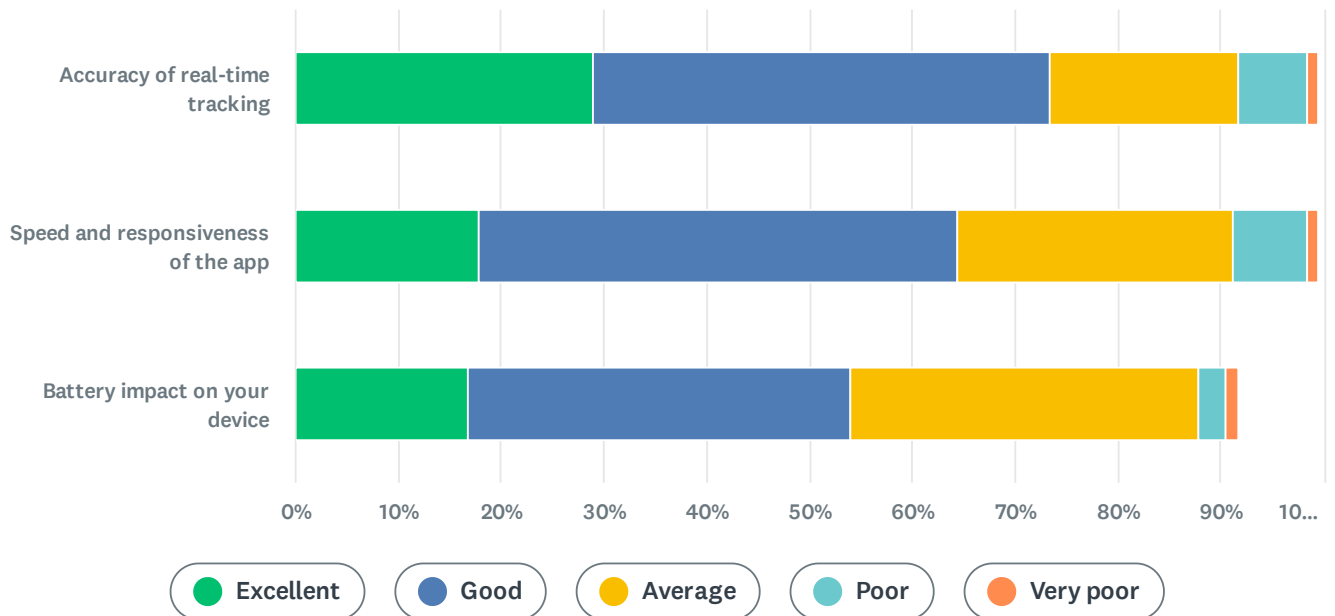
Q11 178 responses

Which of those features do you use regularly? (Select all that apply)

Answer Choices	Percentage	Responses
● Real-time bus tracking	95.51%	170
● Route history	6.18%	11
● Speed monitoring and alerts	0%	0
● None — I am aware of them but do not use them	3.93%	7
● Other (please specify)	1.69%	3
Total		191

Q12 180 responses

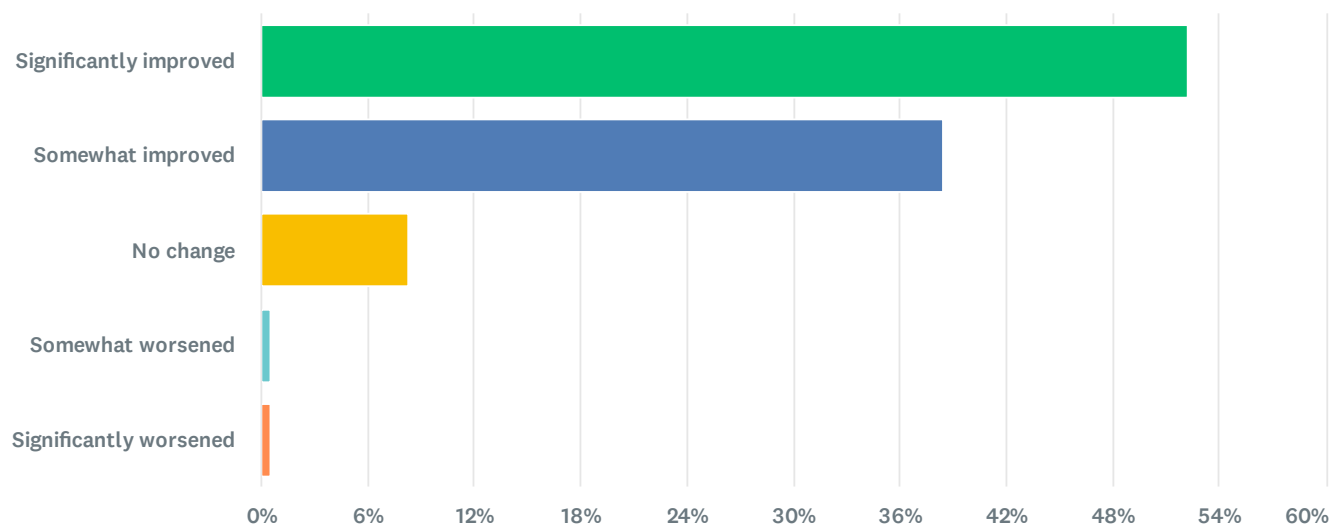
How reliable has the mobile app been in terms of the following?



	Excellent	Good	Average	Poor	Very poor	Total
Accuracy of real-time tracking	28.89% 52	44.44% 80	18.33% 33	6.67% 12	1.11% 2	179
Speed and responsiveness of the app	17.78% 32	46.67% 84	26.67% 48	7.22% 13	1.11% 2	179
Battery impact on your device	16.67% 30	37.22% 67	33.89% 61	2.78% 5	1.11% 2	165
						523

Q13 182 responses

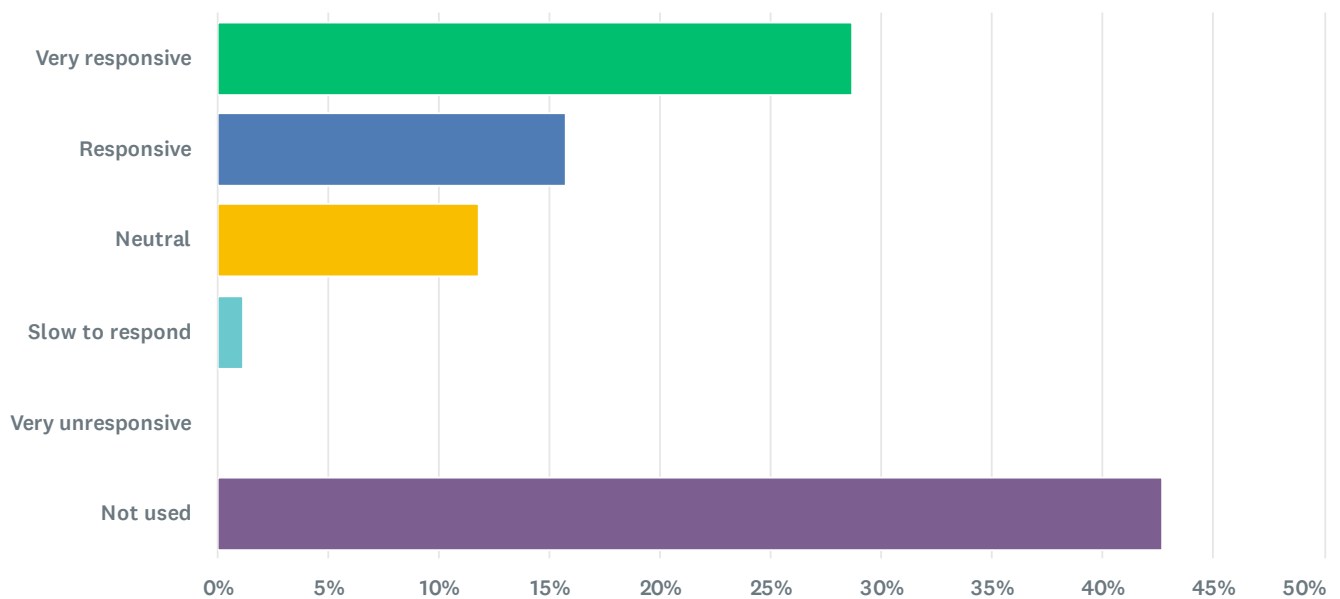
To what degree has the mobile app improved your ability to monitor your child's bus journey?



Answer Choices	Percentage	Responses
● Significantly improved	52.20%	95
● Somewhat improved	38.46%	70
● No change	8.24%	15
● Somewhat worsened	0.55%	1
● Significantly worsened	0.55%	1
Total		182

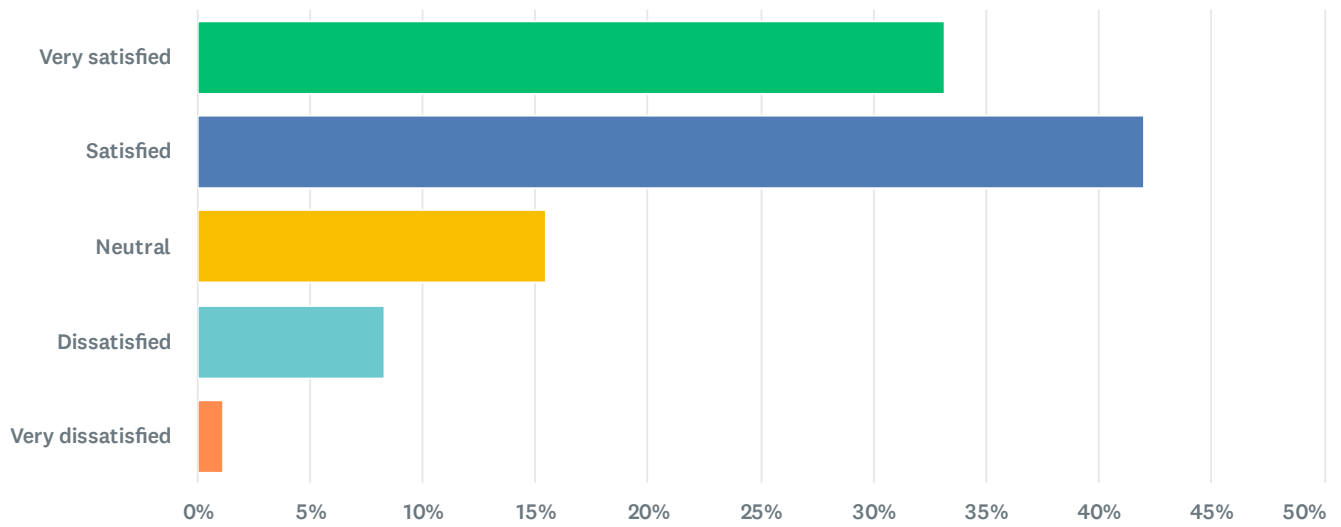
Q14 178 responses

How responsive has the APEEE support been to app-related issues?

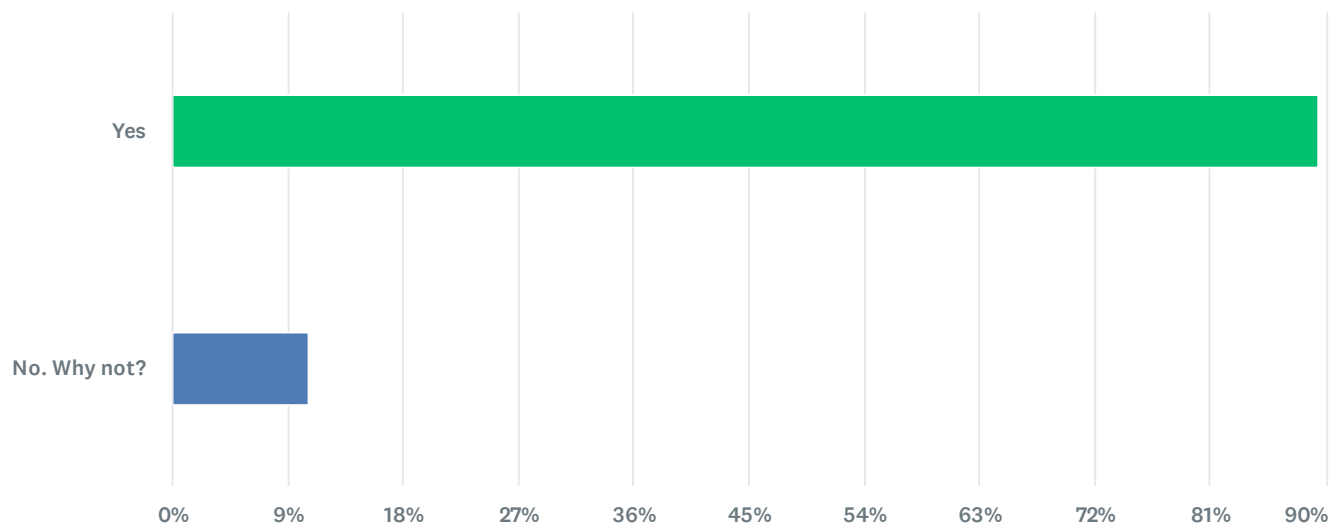


Answer Choices	Percentage	Responses
● Very responsive	28.65%	51
● Responsive	15.73%	28
● Neutral	11.80%	21
● Slow to respond	1.12%	2
● Very unresponsive	0%	0
● Not used	42.70%	76
Total		178

Q15 181 responses

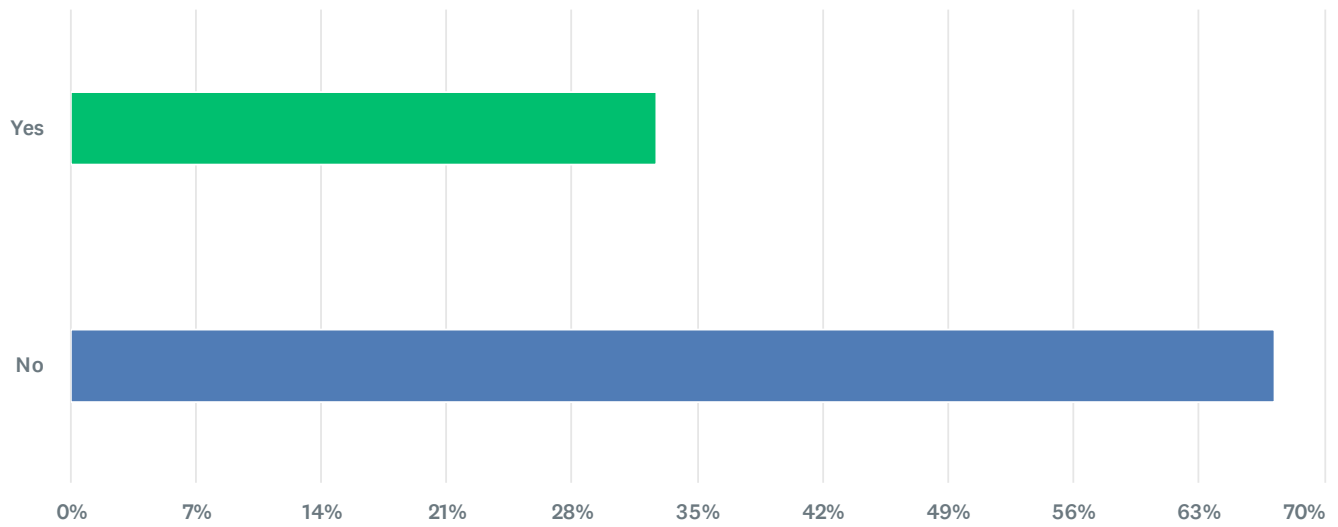
How satisfied are you overall with the PAJ GPS Tracker mobile app?

Q16 180 responses

Would you recommend the mobile app to other parents?

Answer Choices	Percentage	Responses
Yes	89.44%	161
No. Why not?	10.56%	19
Total		180

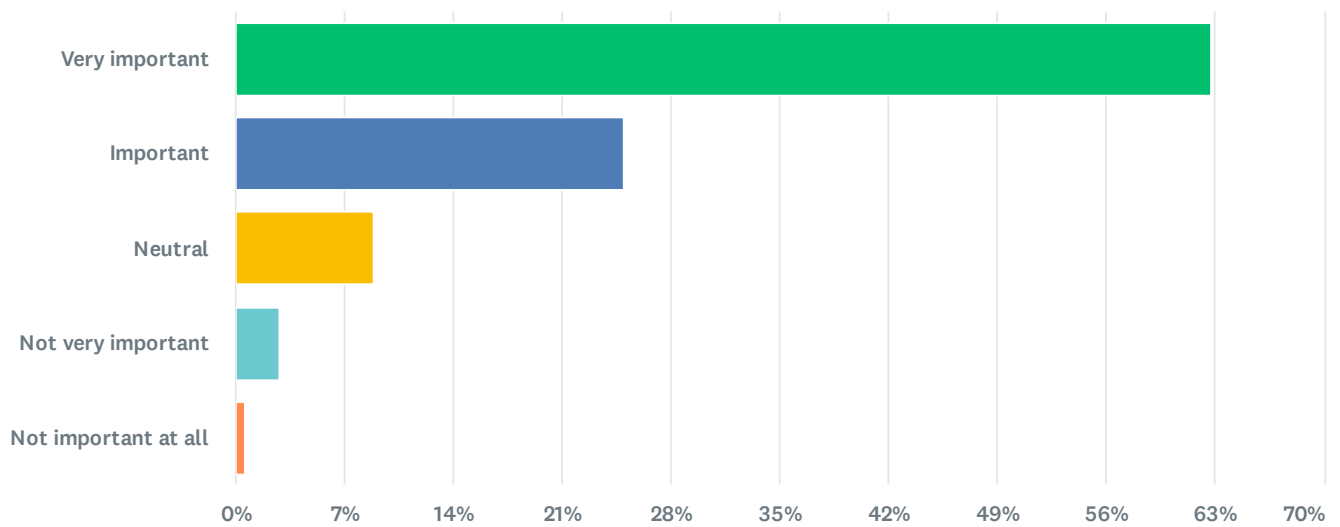
Q17 168 responses

Do you have suggestions for additional features you would like to see in the app?

Answer Choices	Percentage	Responses
Yes	32.74%	55
No	67.26%	113
Total		168

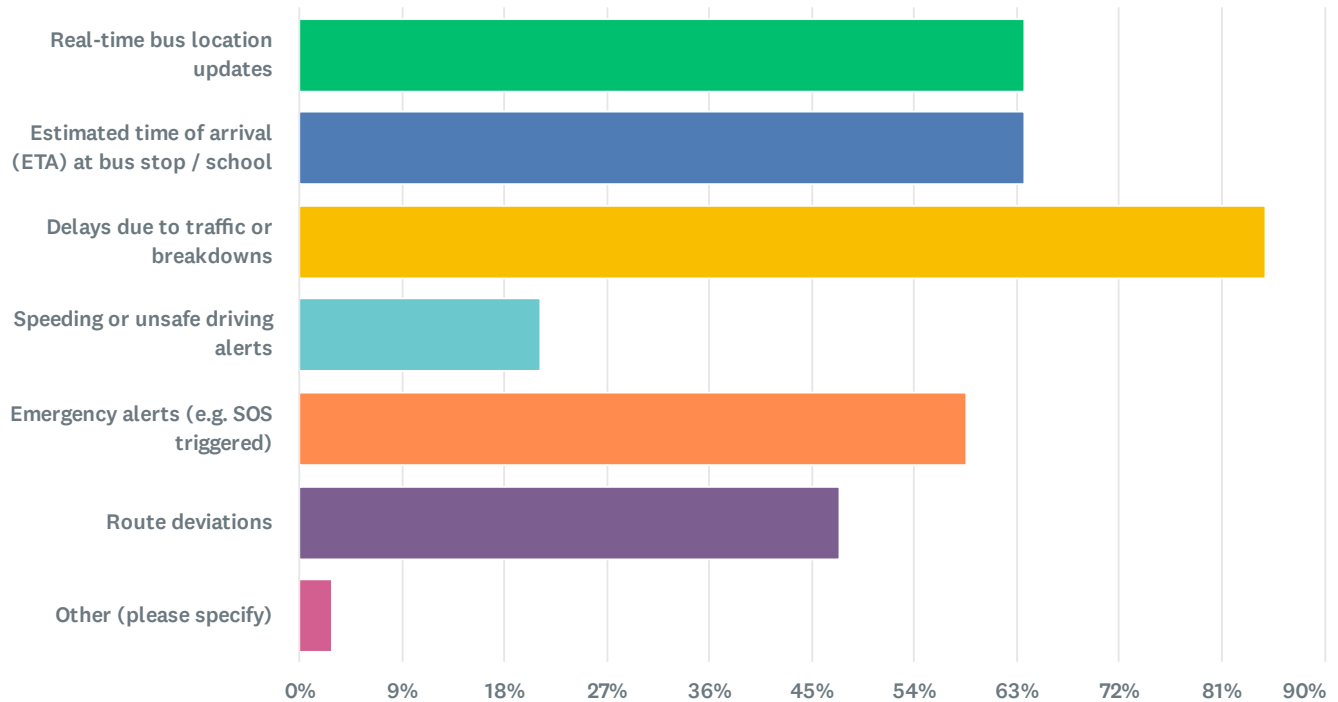
Q18 180 responses

How important is it to you that the app provides automatic notifications (e.g. bus delays, arrival alerts)?



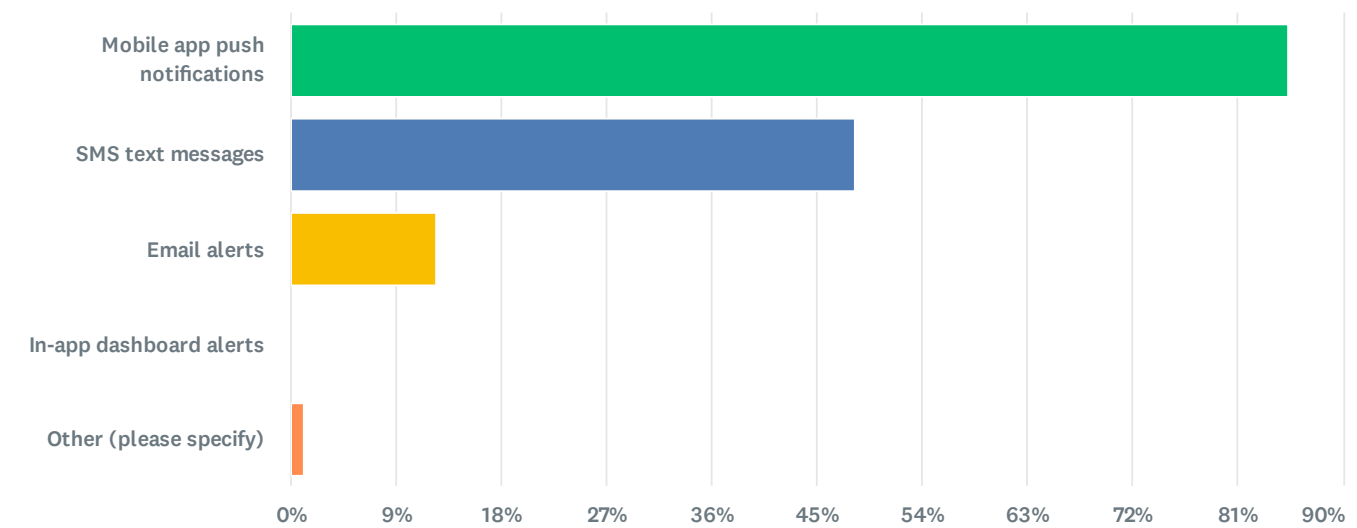
Q19 179 responses

Which types of automatic notifications would be most valuable to you? (Select all that apply)



Answer Choices	Percentage	Responses
● Real-time bus location updates	63.69%	114
● Estimated time of arrival (ETA) at bus stop / school	63.69%	114
● Delays due to traffic or breakdowns	84.92%	152
● Speeding or unsafe driving alerts	21.23%	38
● Emergency alerts (e.g. SOS triggered)	58.66%	105
● Route deviations	47.49%	85
● Other (please specify)	2.79%	5
Total		613

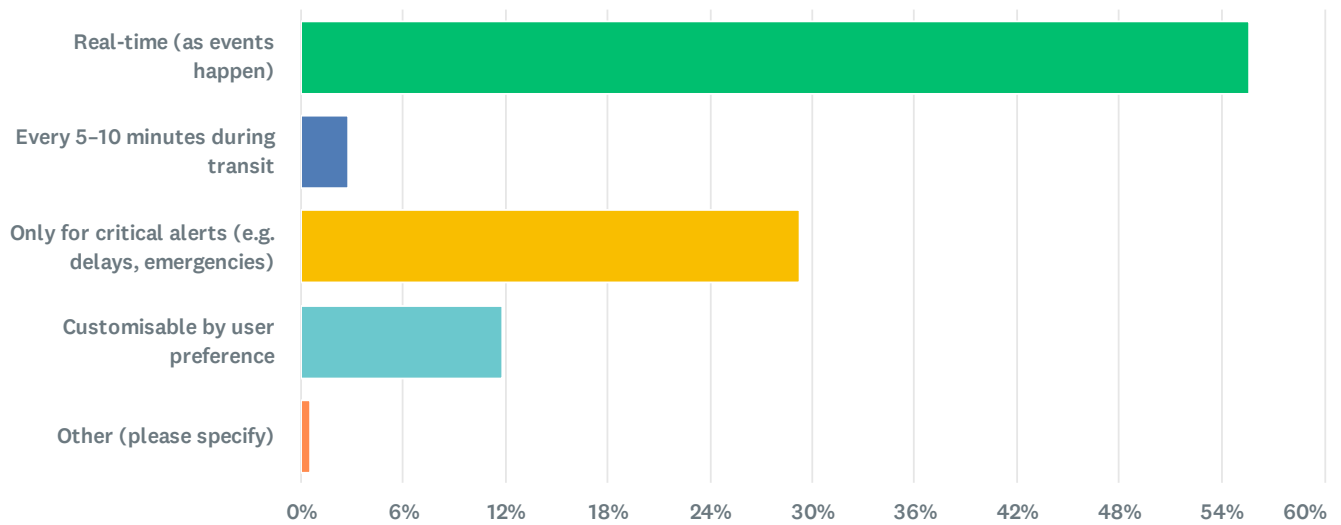
Q20 178 responses

How would you prefer to receive these notifications? (Select all that apply)

Answer Choices	Percentage	Responses
Mobile app push notifications	85.39%	152
SMS text messages	48.31%	86
Email alerts	12.36%	22
In-app dashboard alerts	0%	0
Other (please specify)	1.12%	2
Total		262

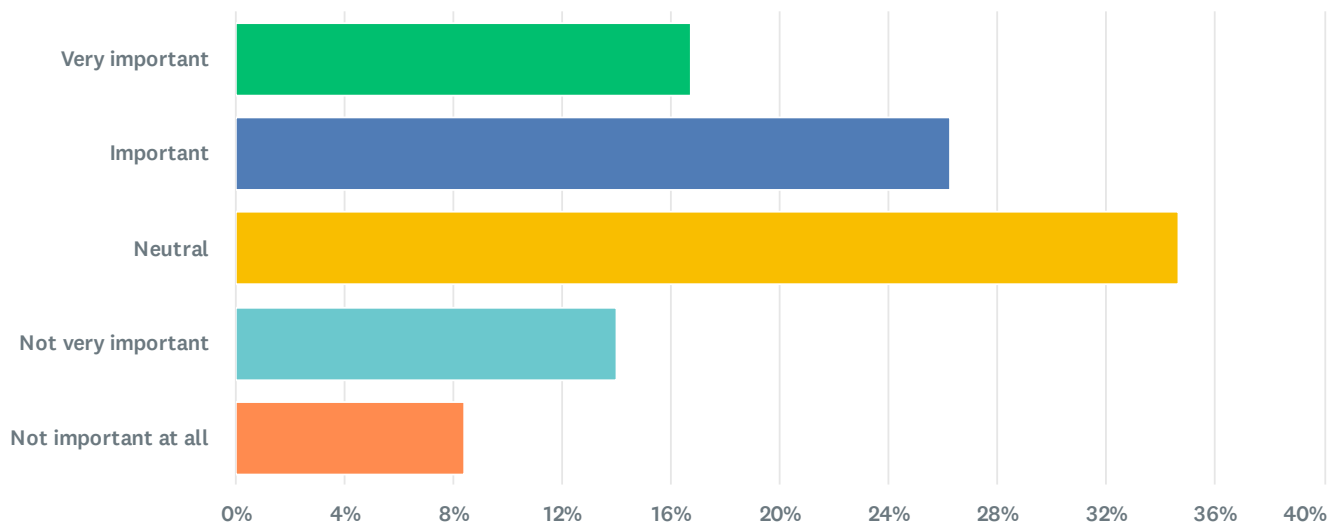
Q21 178 responses

How frequently would you like to receive updates?



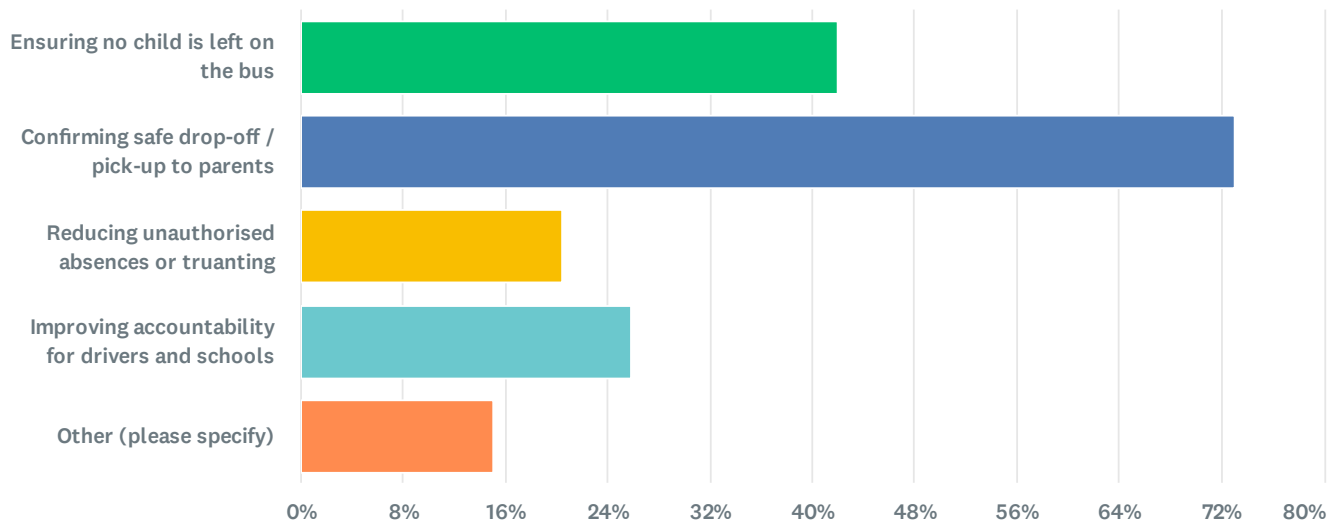
Answer Choices	Percentage	Responses
Real-time (as events happen)	55.62%	99
Every 5-10 minutes during transit	2.81%	5
Only for critical alerts (e.g. delays, emergencies)	29.21%	52
Customisable by user preference	11.80%	21
Other (please specify)	0.56%	1
Total		178

Q22 179 responses

How important is it to implement a badge-in / badge-out system for school buses?

Q23 167 responses

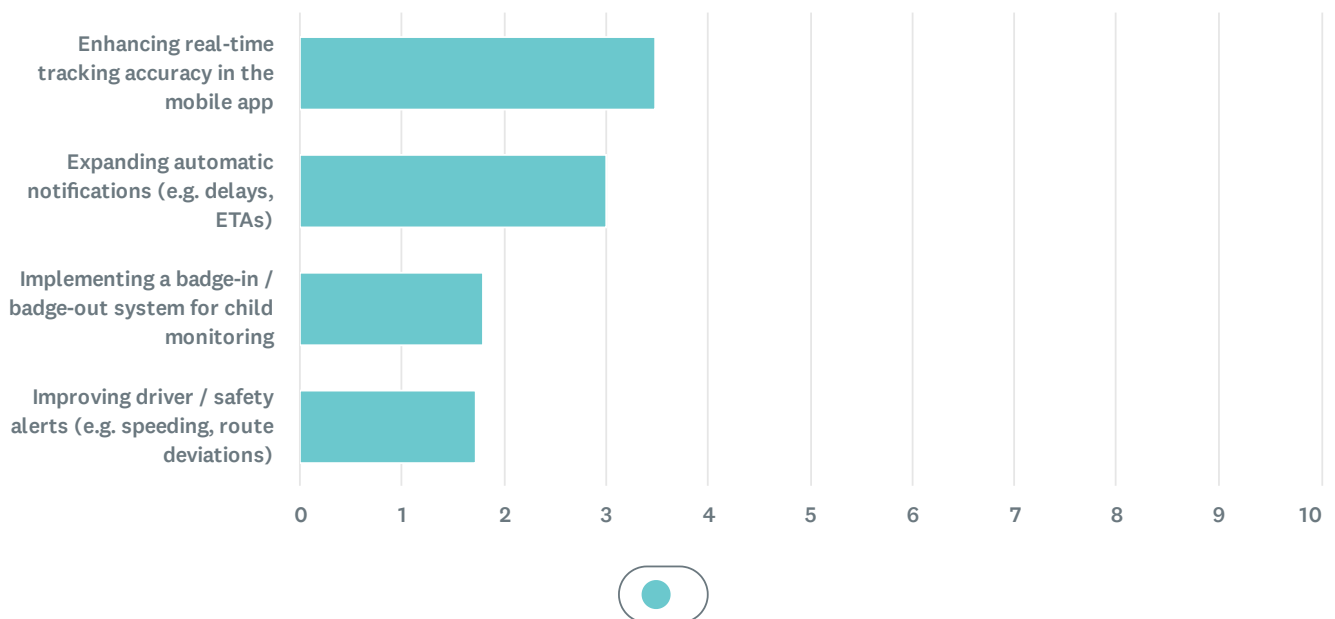
What do you see as the main benefits of a badge system? (Select all that apply)



Answer Choices	Percentage	Responses
● Ensuring no child is left on the bus	41.92%	70
● Confirming safe drop-off / pick-up to parents	73.05%	122
● Reducing unauthorised absences or truanting	20.36%	34
● Improving accountability for drivers and schools	25.75%	43
● Other (please specify)	14.97%	25
Total		294

Q24 155 responses

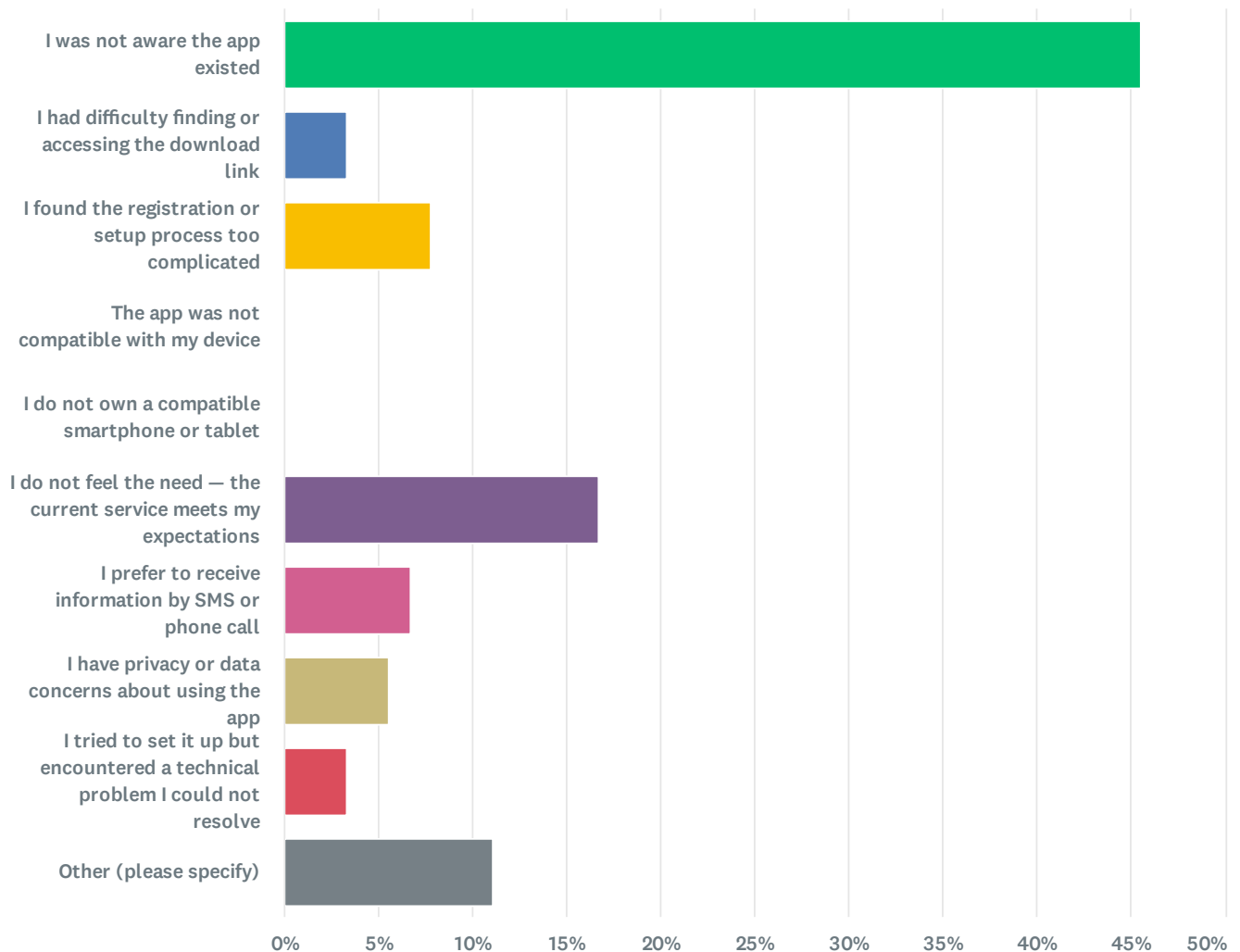
Which future development should the transport office prioritise? (1 = highest)



	 1	 2	 3	 4	Total	Weighted ...
Enhancing real-time tracking accuracy in the mobile app	64.52% 100	23.87% 37	7.10% 11	4.52% 7	155	3.48
Expanding automatic notifications (e.g. delays, ETAs)	27.10% 42	49.03% 76	20.65% 32	3.23% 5	155	3.00
Implementing a badge-in / badge-out system for child monitoring	5.16% 8	14.19% 22	34.84% 54	45.81% 71	155	1.79
Improving driver / safety alerts (e.g. speeding, route deviations)	3.23% 5	12.90% 20	37.42% 58	46.45% 72	155	1.73
					620	2.50

Q25 90 responses

Which of the following best describes why you have not downloaded or activated the PAJ GPS Tracker mobile app? (Select all that apply)

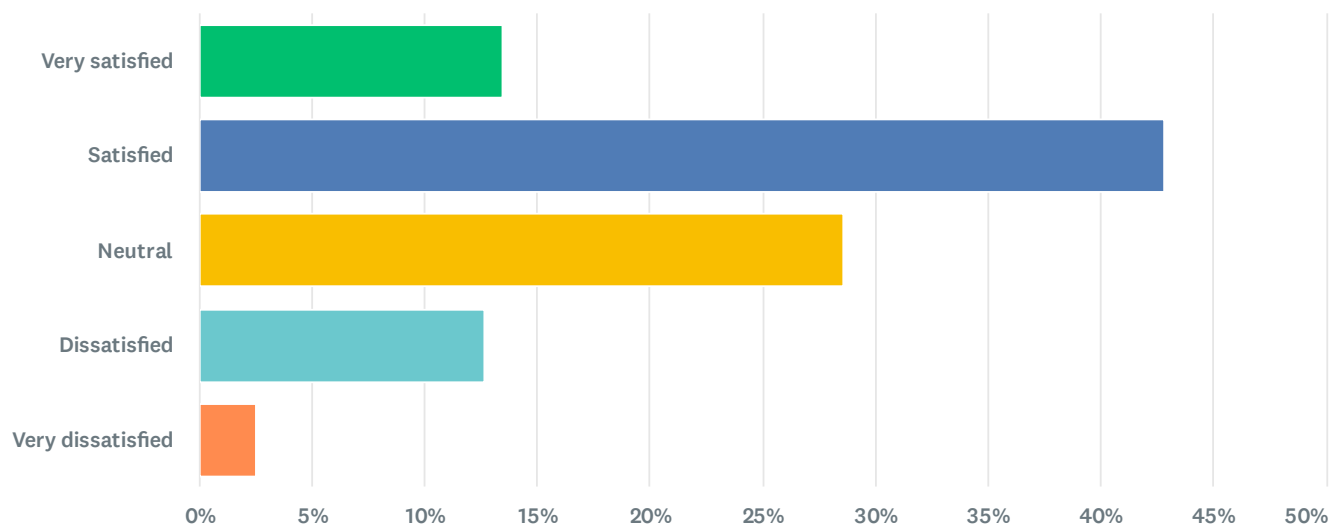


Answer Choices	Percentage	Responses
● I was not aware the app existed	45.56%	41
● I had difficulty finding or accessing the download link	3.33%	3
● I found the registration or setup process too complicated	7.78%	7
● The app was not compatible with my device	0%	0
● I do not own a compatible smartphone or tablet	0%	0
● I do not feel the need — the current service meets my expectations	16.67%	15
● I prefer to receive information by SMS or phone call	6.67%	6
● I have privacy or data concerns about using the app	0%	0
● I tried to set it up but encountered a technical problem I could not resolve	0%	0
● Other (please specify)	11.11%	10
Total		90

Answer Choices	Percentage	Responses
 I have privacy or data concerns about using the app	5.56%	5
 I tried to set it up but encountered a technical problem I could not resolve	3.33%	3
 Other (please specify)	11.11%	10
Total		90

Q26 119 responses

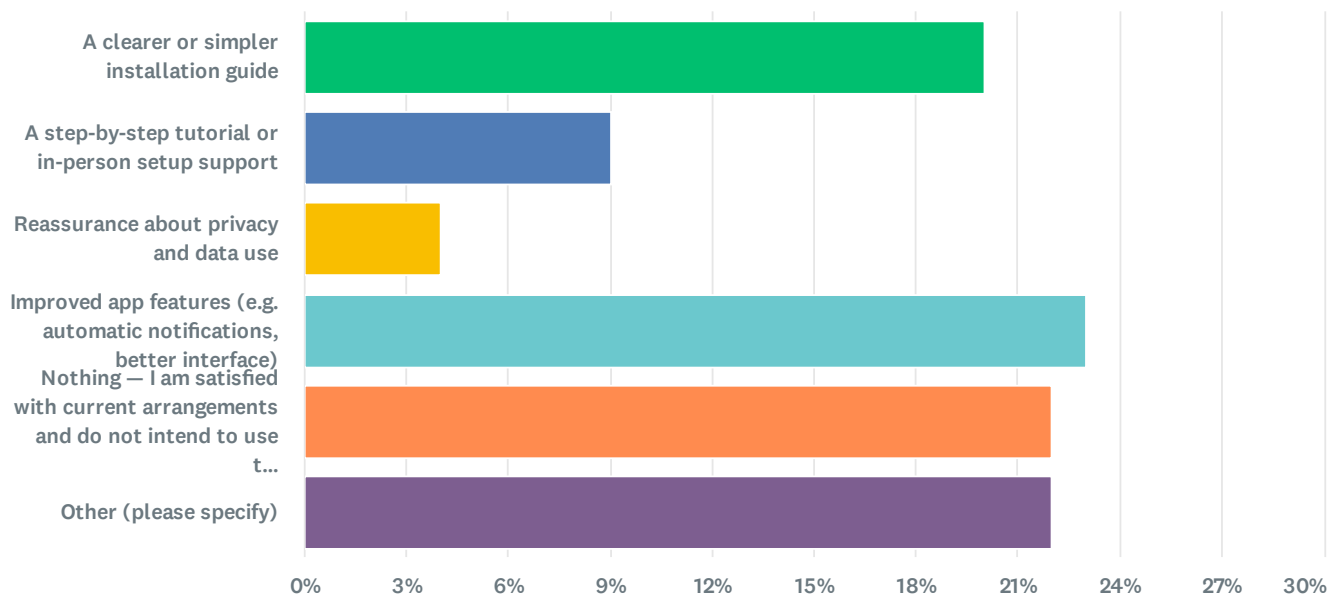
How satisfied are you with the current bus communication arrangements (e.g. SMS alerts, direct contact with the transport office)?



Answer Choices	Percentage	Responses
Very satisfied	13.45%	16
Satisfied	42.86%	51
Neutral	28.57%	34
Dissatisfied	12.61%	15
Very dissatisfied	2.52%	3
Total		119

Q27 100 responses

What would encourage you to try the PAJ GPS Tracker app in the future? (Select all that apply)



Answer Choices	Percentage	Responses
● A clearer or simpler installation guide	20.00%	20
● A step-by-step tutorial or in-person setup support	9.00%	9
● Reassurance about privacy and data use	4.00%	4
● Improved app features (e.g. automatic notifications, better interface)	23.00%	23
● Nothing — I am satisfied with current arrangements and do not intend to use the app	22.00%	22
● Other (please specify)	22.00%	22
Total		100

Q28 Is there anything else you would like to tell us about why you have not used the app, or what the transport office could do differently?

Answered: 38 Skipped: 238